

Professional and Managerial Branch
Water Utilities Administration Group
Customer Service Series

CUSTOMER SERVICE MANAGER (E.P.W.U.)

09/89

CHARACTERISTICS OF THE CLASS:

Under general direction, directs the administrative activities of personnel engaged in customer service activities; performs related duties as required.

EXAMPLES OF DUTIES:

Plans, directs and supervises the various activities of customer service including meter reading, cashiering, customer billing, customer contact and inspection; reviews correspondence, investigation reports and requests for billing adjustments; oversees customer public relations, complaints and adjustments; handles difficult customer relations problems.

Insures that accounts are billed according to schedule and rate structure and investigates discrepancies of billings; approves extensions on delinquent accounts; checks and signs customer refund check; assures all monies received are properly accounted for.

Coordinates customer service activities with other section; analyzes existing procedures and recommends changes and improvements; supervises the maintenance of the section filing system; verifies, analyzes and prepares interdepartmental reports; communicates changes and requirements to programmers to develop system enhancements.

Supervises, trains and evaluates assigned personnel; enforces established rules and regulations, standards of conduct and work attendance; interviews and selects new employees; maintains records and prepares reports; prepares and controls units annual operating budget; testifies in court as required.

MINIMUM QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a Bachelor's Degree in Business Administration, Accounting or related field and five years of managerial experience in work related to customer service administration; or an equivalent combination of training and experience.

Knowledge, Skills and Abilities: Considerable knowledge of the laws, regulations and ordinances related to a public water utility; considerable knowledge of the principles and techniques of public contact; considerable knowledge of supervisory techniques, standards of conduct and work attendance; good knowledge of accounting methods and budget development and control; good knowledge of safe working practices and procedures.

Ability to supervise, train and evaluate assigned personnel; ability to enforce safe working practices and procedures, standards of conduct and work attendance; ability to express oneself clearly and concisely, both orally and in writing; ability to courteously deal with irate customers; ability to establish and maintain effective working relationships with fellow employees, officials and the general public; ability to maintain records and prepare reports.

Physical Requirements: Mobility within an office environment; operation of a motor vehicle through city traffic.

Licenses and Certificates: Texas Class "C" Drivers License or equivalent license issued by another state.

Director of Personnel

Department Head